



TRBR 2019 and Onwards Annual Work Plan

2019 and onwards

This work plan has been produced with the objective of informing our stakeholders of the key work items being undertaken by the Vanuatu Telecommunications, Radiocommunications & Broadcasting Regulator in carrying out the duties as set out in the Telecommunications and Radiocommunications Regulation Act 2009, and amendment No. 22 of 2018.

This Annual Work Plan will be reviewed during 2019 to update it in terms of progress and the need for inclusion of additional work items

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1. VISION, MISSION & VALUES

The *Vision*, *Mission* and *Values* of the Telecommunications, Radiocommunications and Broadcasting Regulator (TRBR) are set out below. They articulate the view TRBR holds and aspires to maintain and promote in its daily operations.

VISION

A communications environment that enriches the social, cultural, customs and commercial fabric of Vanuatu.

MISSION

To develop a competition led market for the provision of innovative information and communications services, available to all, which: **encourages** sustainable, economically efficient investment; **respects** the interests of consumers; **fosters** ecologically friendly initiatives; and **supports** the social, cultural, customs and commercial welfare of Vanuatu.

To continue to build as an exemplar regulator within the region through thought leadership and to be the employer of choice by: **investing** in our people to develop a professional, passionate team; **transparency** and **fairness** in operations; and **adherence to quality assurance.**"

VALUES

Inspiring: Our imagination, clarity of thought and clear leadership stimulates innovative thinking that meets the needs of tomorrow.

Commitment: Our drive and determination to achieve excellence, our discipline in the execution of our duties, our focus on the development of our team, and our sense of responsibility instil passion for the development of Vanuatu.

Respect: Our respect for each other is ensured by listening, collaborating and having consideration for each other, the public and licensees we work for, the rule of law, confidentiality, intellectual property, customs, environment, and future generations.

Balanced: Our evidence based approach to decision making and our adaptability to ensure that we remain proportionate, consistent, fair and just.

Transparency: Our open and inclusive approach to regulation ensures that we are held responsible and our actions and decisions are understood.

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2. OVERVIEW

1. In setting out its 2019 and onwards Work Plan, TRBR has reviewed and considered:
 - a) The new regulation of broadcasting role TRBR now has, and the transferred Regulatory functions for Broadcasting and Media which TRBR will undertake;
 - b) The continued positive progress made in the Sector since the creation of the Office of the TRR in 2008;
 - c) Priority issues and issues which are of concern to industry and stakeholders through a series of discussions and meetings throughout the previous year(s);
 - d) The global Telecommunications/ICT sector market trends and common issues affecting the industry;
 - e) Converge and the regulatory issues and challenges it brings which TRBR believes need to be addressed at a national level;
 - f) The People's Plan – Vanuatu 2030, and in particular, use of telecommunications/ICT services or devices to enable the successful implementation of the Government's National Sustainable Development Goals;
 - g) The external and internal working pressures such as technology evolution, the Government's requirements and mandates, Donor Agency requirements and objectives, the national economy, national demographics, cross sectorial policies, the telecommunications/ICT industry, consumers of telecommunications/ICT services and products, financial and human resources;
 - h) The Government's National Information and Communications Technology (ICT) Policy, its Universal Access Policy (UAP) and its Cybersecurity Policy;
 - i) TRBR's newly developed 2019 – 2021 three year Strategic Plan;
 - j) TRR's Vision, Mission and Values;
 - k) Whether new Regulatory instruments are required, and the fitness for purpose of the existing instruments;
 - l) TRBR's need to continue to assist and support respective Government Ministries and Departments in their deliverables which require regulatory advice and guidance; and
 - m) TRR's plans to continue to maintain its position on providing a light touch Regulatory regime.

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2. The Work Plan is centered on the following key themes:
 - a) Economic and social support; in particular, for unserved and underserved areas;
 - b) Telecommunications, Radiocommunications and Broadcasting Sector development and promotion of sustainable competition;
 - c) Safeguarding the interests of consumers;
 - d) ICT services transition; particularly in respect of over the top services (OTT) Internet of Things (IoT) and Artificial Intelligence;
 - e) Safe use of the Internet and related Cyber security activities, including Data Privacy; and
 - f) Institutional strengthening.

3. The matters to be considered under ICT service transition (above) take account of the growth in higher speed internet services now being offered, including those resulting from TRBR's successful implementation of the Government's UAP and in the convergence of services between Broadcasting and Telecommunications. In addition to voice, data and internet, customers are using the internet to receive radio and TV channels, as well as downloading music and films, as well as utilizing OTT services.

4. The TRBR will build on and draw from the Government's People's Plan and its Policy Statement actions in ensuring ICT for all, this Work Plan, and facilitating and following the Government's relevant policies; particularly the "The People's Plan – Vanuatu 2030": to which TRBR gives its highest priority.

5. The following Tables present the TRBR's work tasks under identified themes, as well as their priorities, and the appropriate indicative timeframes.

6. This Work Plan presents a set of work items as a guide for the TRBR and its team and the TRBR's stakeholders, and will be the focus of activities managed by TRBR this year. TRBR's work program also includes addressing, as yet identified, issues which will arise during the year and the TRBR will allocate a relevant priority to them as required. Those additional work items may be included in a later, revised, version of this Work Program in 2019. If those work items are to be continued, they will be identified in the next year's Work Plan. TRR will provide relevant information upon request in respect of those work areas/projects.

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3. 2019 PRIORITY PROJECTS

1. The following are the **top priority** issues/tasks for TRBR for 2019:

Universal Access Programs

1. Establish, monitor and improve access initiatives for locations which are currently inadequately served;
2. Consult, publish, review, assess and award the provision of grants for feasible universal access projects based on approved set and required outcome criteria;
3. Building on the successful of implementation of the Government's UAP, TRBR will consult with the telecommunications and broadcasting/media operators to identify the appropriate technology and ways to improve service coverage and quality on what is known to be Dark Spots (Underserved and unserved areas where large number of Population are living in them).

Market Monitoring & Competition

4. Consult and develop a broadcasting/media statistical framework to improve information collection in line with national and international standards, and include such information in TRBR's annual Sectorial Report;
5. Develop and publish the annual TRBR Sectorial Report which provides information on the performance of the industry;
6. Review the status of affordability for internet access;
7. Consult with industry and sector stakeholders and develop a new licensing regime for Telecommunications, Radiocommunications and Broadcasting/Media;
8. Research, consult, assess and advise on appropriate and affordable tariffs for Telecommunications retail services.

Regulatory, Broadcasting and Media

9. Research, consult and develop appropriate Content Regulatory Framework for Broadcasting/Media arrangements/instruments;

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10. Research, consult and advice on appropriate regulatory broadcast licence tariffs.
11. Establish a Group including business and consumer representation to improve consumer/business input into Broadcasting/Media Consumer initiatives.

Engineering and Technical Compliance

12. Review and update, as necessary, the Vanuatu National Frequency Assignment Table (NFAT) in preparation for World Radio Conference 2019 (WRC19);
13. Building on from the TRBR's 2018 QoS consultation, the TRBR will conduct a QoS benchmark exercise to ensure service providers comply with recognized standards and maintain an appropriate level of service;
14. Consult and review TRBR's General User Radio Licence(s) to cater for other short range devices.

Internet Governance

15. The TRBR will progress the transition of the .vu registry/registrar from a monopoly to a competitive regime;
16. The TRBR will progressively develop relevant operational procedures in conjunction with the implementation and monitoring of the .vu ccTLD regulatory framework Regulation.

Legal and Compliance

17. The TRBR will consult with stakeholders and develop a Consumer Protection Regulation (CPR) to cater for Broadcasting/Media;
18. Conduct research, consult and develop an appropriate Regulatory Framework to cater for Technology Evolution.

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Consumer Affairs

19. The TRBR will improve the effectiveness of TRB R's Community Consumer Champions program by working closely with the Champions to enhance their capability in delivering appropriate consumer protection awareness and educational information to consumers in their respective provinces.
20. This year the TRBR will have a focus on investigating, assessing and evaluating user experience of current telecommunications (voice & data) and Broadcasting services provided across Vanuatu;
21. Support the Government and promote Vanuatu's National ICT day Celebration, May 17, of the ITU's World Telecommunications and Information Society Day;
22. Utilize World Consumer Days to promote to and involve stakeholders in the theme and involve and provide additional consumer awareness and education programs on telecommunications/broadcasting and media on ICT consumer issues;
23. Building on the existing consumer awareness and education programs to rural and remote communities, TRBR will enhance its existing programs by working with faith base organizations;
24. Expand and promote effective utilization of complaint handling process for example TRBR's mobile Application on TRBR's Inform where consumers can utilize to send in their complaint straight to TRBR's database.

Information Communications Technology (ICT)/Convergence

25. Research, consult and provide advice to TRBR's stakeholders on the importance of establishing online services to promote digital economy;

Corporate Affairs

26. Assist the Government with its facilitation, coordination, hosting and management of the International Telecommunications Union (ITU) - Global Symposium for the Regulators 2019 (GSR19);
27. Implement and facilitate TRR's Interactive E-Payments Services for its customers; (e.g. Radio Apparatus Licenses) including payment of required fees.

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28. TRBR, through its assigned Officer, will provide administrative support and assistance, as required, to the Minister Responsible for Telecommunications/ICT to recruit a Regulator for the next three year period (2019 – 2021)

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4. TRR WORK PLAN 2019 AND ONWARDS

TRBR Priority Projects							
Project Name	Brief Description	Priority (1 highest-3 lowest)	Rationale	Year(s)	Indicative Start date	Indicative Finish date	
Implementation of Universal Access							
1	Community Universal Access initiatives	Establish, monitor and improve access initiatives for locations which are currently inadequately served.	1	Government support & consumer	2019	Q1 2019	Q4 2019
2	Community Telecommunications Grants (CTG)	Monitor the implementation of the projects supported by the CTG grant	1	Consumer and Government support	2019	Q1 2019	Q4 2019
3	Operational management of the CLICC/TFS sites	Identify the issues and provide support to strengthen the management of the CLICC/TFS facilities.	1	Government Support & Consumer	2019	Q1 2019	Q4 2019
Market Monitoring and Competition							

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4	Regulatory Broadcasting/Media Statistical Framework	Develop and consult a broadcasting/media statistical framework to improve information collection in line with national and international Standards	1	Regulatory Tool	2019	Q2 2019	Q4 2019
5	Telecommunications Sectorial Report	Develop and publish the TRBR's annual Telecommunications Sector Report providing information on the performance of the industry	1	Regulatory Tool	2019	Q2 2019	Q4 2019
6	Assessment of industry (TRBR) pricing model.	Review and consult with industry and sector stakeholders, on the status of affordability for internet access	1	Regulatory Tool, Consumer and Government Support	2019	Q1 2019	Q4 2019
7	Efficient licensing regime	Consult with stakeholders to maintain an efficient and improved licensing regime for Telecommunications, Radiocommunications and Broadcasting/Media	1	Regulatory Tool, Consumer and Government Support	2019	Q1 2019	Q4 2019
8	Telecommunications services retail tariff review	Review, consult and advise on an appropriate and affordable tariff regime for Telecommunications retail services	1	Regulatory tool	2019	Q1 2019	Q4 2019
Regulatory Broadcasting and Media							

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9	Establish a Broadcasting/Media Content Regulatory Framework	TRBR to research, develop and consult an appropriate content Regulatory Framework arrangements/instruments	1	Regulatory Tool, Consumer and Government Support	2019	Q1 2019	Q4 2019 (Ongoing)
10	Broadcasting licence regulatory framework	Research, consult and advice on appropriate regulatory broadcast licence tariffs	1	Regulatory Tool, Consumer and Government Support	2019	Q2 2019	Q4 2019
11	Establish TRBR Consumer Advisory (Business and Consumer) Group for Broadcasting and Media issues	Establish a TRBR Business and Consumer Group to provide representation and advice to TRBR to improve consumer/business input into Broadcasting/Media Consumer initiatives	1	Regulatory Tool,	2019	Q1 2019	Q1 2019
Engineering and Technical Compliance							
12	Vanuatu National Frequency Allocation Table (NFAT)	Review the NFAT in preparations to the changes to be made at the World Radio Conference 2019 (WRC19).	1	Regulatory Tool	2019	Q4 2019	Q4 2019
13	Quality of Service (QoS) benchmarking	Conduct a benchmark exercise to assess the service providers QoS level according to established guidelines	1	Regulatory Tool	2018	Q4 2018	Q4 2019
14	Improvement of General User Radio Licence	Consult and review the General User Radio Licence to cater for other short range devices.	1	Regulatory and consumer support	2019	Q1 2019	Q4 2019

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Internet Governance							
15	Establishment of ccTLD (.vu) independent Registry service provider	Progress the transition of the .vu registry/registrar from a monopoly to a competitive regime.	1	Regulatory Tool	2019	Q2 2019	Q4 2019
16	.vu ccTLD Management and Administration Procedures	Progressively develop relevant operational procedures in conjunction with the implementation and monitoring of the .vu ccTLD Domain Name Regulation	1	Regulatory Tool	2019	Q1 2019	Q4 2019 (Ongoing)
Regulatory Legal Activities							
17	Consumer Protection Regulation for Broadcasting/Media	Develop a Consumer Protection Regulation (CPR) to cater for Broadcasting/Media	1	Implementation of GOV policy/Regulatory Tool/Consumer Support	2019	Q2 2019	Q4 2019
18	Review of Industry Regulatory Framework	Research, develop and consult an appropriate Regulatory Framework to cater for Technology Evolution	1	Implementation of GOV policy/Regulatory Tool/Consumer Support	2019	Q2 2019	Q4 2019 (Ongoing)
Consumer Affairs							
19	Expansion and further enhancement of TRBR's	Building on from the previous Community Consumer	1	Consumer Support/Implementation of Government Policy	2019	Q1 2019	Q4 2019

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	Community Consumer Champions (CCC) Program	Champions activities and basic training delivered, TRBR will continue to work closely with the Champions to enhance their capability on delivering appropriate consumer protection awareness and educational information to consumers in their respective provinces.					
20	Assessment of Telecommunications and broadcasting/media user experience	This project will have a focus on investigating, assessing and evaluating user experience of current telecommunications(voice & data) and broadcasting services provided across Vanuatu	1	Consumer Support/Implementation of Government Policy	2019	Q1 2019	Q4 2019
21	Celebration of World Consumer Day – 15 March 2019	TRR will support and utilize the Government’s celebration of World Consumer Day to involve and promote the theme to stakeholders and also provide consumer awareness and education programs on telecommunications/broadcasti	1	Consumer Support/Implementation of Government Policy	2015	Q1 2019	Q1 2019 (Annual event)

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		ng and media on ICT consumer issues.					
22	Vanuatu's National ICT day Celebration, 17 May 2019	TRBR will collaborate with the Government and stakeholders including OGCIO towards a successful Vanuatu Annual ICT Day Celebration – 2019.	1	Consumer Support/Implementation of Government Policy	2015	Q2 2019	Q2 2019 (Annual event)
23	Continued Focus an Consumer Education and awareness program	Building on the existing consumer awareness and education programs to rural and remote communities, TRBR will enhance its existing programs by working with faith base organizations to promote more important awareness on TRB to consumers concern	1	Consumer Support/Implementation of Government Policy	2019	Q1 2019	Q4 2019
24	Enhancement of complaint handling processes	Progressively and promote effective utilization of complaint handling process for example TRBR's mobile Application on TRBR's Infor where consumers can efficiently utilize to send in their complaint straight to TRBR's database.	1	Consumer Support/Implementation of Government Policy	2019	Q1 2019	Q4 2019

Information Communication Technology (ICT)

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25	Support E-Services and E-Applications	Research, consult and advise the stakeholders on the importance of establishing online services and e applications to promote digital economy	1	Regulatory Tool/Consumer Support	2019	Q1 2019	Q4 2019
Corporate Affairs							
26	ITU - Global Symposium for the Regulators 2019 (GSR19)	Continue to assist the Government with its facilitation, coordination, hosting and management of the International Telecommunications Union (ITU) GSR19 which will be held in Port Vila, Vanuatu in 2019. TRBR will work collaboratively with the Vanuatu Government and key Stakeholders including the ITU assigned team in preparation for GSR19.	1	Government Support	2019	Q1 2019	Q4 2019
27	E-Payment services	TRBR will implement and facilitate use of TRBR's Interactive E-Payments Services for its Customers. (E.g. Radio Apparatus Licenses) Fees.	1	Regulatory Tool	2019	Q1 2019	Q4 2019

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28	Administrative assistance on recruitment of Telecommunications Radiocommunications and Broadcasting Regulator	TRBR, through its assigned Officer, will provide administrative support and assistance, as required, to the Minister Responsible for Telecommunications/ICT in the recruitment of a Regulator for the next three years (2019 – 2021)	1	Government Support	2019	Q1 2019	Q2 2019
Other TRBR Priority Projects							
Implementation of Universal Access & Support of Government Broadcasting/Media Initiatives							
29	Accessibility initiatives	Collaborate with stakeholders and Government Agencies on projects that take advantage of appropriate universal access initiatives.	2	Regulatory support	2019	Q1 2019	Q4 2019 (ongoing)
Market Monitoring and Competition							

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30	Review of Telecommunications Market Dominance	Building on from earlier work, the TRBR will conduct a review of the designation of providers declared dominant in telecommunications markets; Including the determination of bottleneck facilities.	2	Regulatory Tool	2019	Q1 2019	Q4 2019
Engineering and Technical Compliance							
31	Support Vanuatu's Emergency Telecommunications Cluster	Continue to support the OGCIO in developing and enhancing an Emergency Telecommunications cluster	2	Consumer Support	2019	Q1 2019	Q4 2019 (Ongoing)
32	Effective Management and administration of national numbering plan (NNP).	Consult with Operators and implement an updated numbering guideline for the NNP	2	Regulatory tool	2019	Q1 2019	Q4 2019
33	Regulatory support on critical ICT infrastructure sharing	Provide support and where required implement instrument support the Government Policy on ICT infrastructure sharing	2	Government support and Regulatory Tool	2019	Q1 2019	Q4 2019 (Ongoing)
34	Impact of Over the Top (OTT) services	Consult stakeholders on the impact of OTT services and whether or not these value added services requires regulatory supervision	2	Regulatory Tool and consumer support	2019	Q1 2019	Q4 2019
Legal							

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35	Review Effectiveness of Regulatory Frameworks	Consult with appropriate stakeholders, review the effectiveness of the Regulatory framework to cater for 4 th generation evolution	2	Regulatory Tool/Consumer Support	2019	Q1 2019	Q4 2019
Information Communication Technology (ICT)							
36	Code of Practice for Online Content.	Research, consult with stakeholders and advise on the need of establishing Code of Practice for online content.	2	Implementation of GOV policy/Consumer Support	2019	Q1 2019	Q4 2019
37	Support Innovative ICT Application development	TRBR will positively contribute to facilitate and support the stakeholders including the government through innovative ICT initiatives	2	Implementation of GOV policy/Consumer Support	2019	Q2 2019	Q4 2019
Internet Governance							
38	Domain Name System Security Extension (DNSSEC) Best Practices	Promoting and regulatory support the industry on the need to secure the DNS at their networks. And where necessary, develop an appropriate regulatory regime	2	Regulatory Tool	2019	Q1 2019	Q4 2019

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		to monitor such abusive practices					
Consumer Affairs							
39	Promote Women and Girls in ICT through a collaboration approach with established organizations	Continue to promote, educate and assist women and girls to enhance their daily living with ICTs	2	Consumer Support/Implementation of Government Policy	2019	Q1 2019	Q4 2019 (Ongoing)

5. INTERNAL TRR PROJECTS

TRR also has a variety of ongoing internal projects that support, facilitate and complement the core priority projects listed in this document that we will constantly update and adapt as necessary throughout the year. This Annual Work Plan will be reviewed during 2019 to update it in terms of progress and the need for inclusion of additional work items.

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